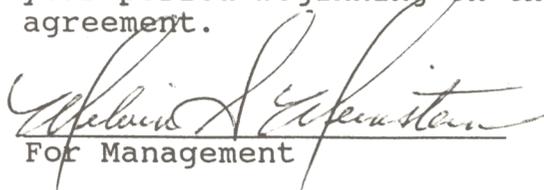


The following constitutes agreement between VA and the NVAC regarding Caring and Courtesy.

1. The primary intent of the program is to emphasize caring and courtesy and not to place a greater emphasis on misconduct or non-performance.
2. The National VA Council will be notified of all existing and new components of the initiative prior to implementation for consultation/negotiating as appropriate.
3. It is understood that this campaign is no part of the TQM/TQI program.
4. It is understood that a cared for employee enhances the concept for a cared for veteran. Therefore, employees should expect a reciprocal tone of caring and courtesy from management. VA agrees to earnestly attempt within their means to provide the staff and other resources necessary to allow employees to achieve the caring and courtesy expectations.
5. All Awards Programs related to this campaign will be negotiated with the appropriate national or local union officials.
6. Local Personnel Officers will, upon receipt, provide a copy of all campaign related materials, policies, communications, and this MOU to the local union president.
7. Local Management shall meet its labor-management obligations at the local level prior to implementation.
8. Issues relevant to this policy/campaign and not specifically addressed in the policy or MOU, may be addressed in local bargaining. This does not affect local management's right to declare certain union proposals as nonnegotiable.
9. Either party may re-open this agreement once after a 1 year period beginning on the date of signature to this agreement.


For Management


For the NVAC

8-3-93
Date